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Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I chose a competitive provider because their prices were better than the big guys. Also, they talked to me like they actually were interested in what I needed for my service. I was with the big guys before and there was no way to get any technical or billing questions support unless and until you had hours to wait on hold. I run a business with 70 employees and we serve homeless and mentally ill members of our community. None of us have time to be on hold, or to be talked to like we don't have a brain.

The cost of broadband - a requirement for running any kind of business - is at the razor's edge of unaffordable for organizations like mine. We represent 1600 individual people in their claims for disability insurance. We are required to file these applications and to submit records online. The government has required this of us for years. If we could not get affordable internet services to help our clients, we couldn't do this important work.

Please say no to price hikes. Poor and homeless people's lives depend on it.

Patricia Wall